

Home-Start Bristol

Annual Review

2009 / 2010

Quotes from families who have received Home-Start support;

"My volunteer was fantastic - very, very helpful indeed"

"Friendly, easy, supportive - it was just what I needed"

"Our volunteer was perfectly matched to our family"

"T used to brighten my day when she came around and I always felt like we had achieved something"

"It's a very worthwhile organisation , much needed, long may it continue"

Quotes from our referrers;

"The volunteer helped to sort out L's home and her life—invaluable!"

"Mum felt she received the help and support she needed"

"This Mum was in need of more ongoing support than I could offer—the volunteer's input was very helpful"



Home-Start Bristol volunteer, Louise with her Home-Start family
- see page 4 to hear their story

During the year:

- We received 142 family referrals from 47 different agencies
- We gave support to 81 families and 195 children.
- Our Volunteers made over 1,200 visits to families in their homes
- We recruited and trained 17 new volunteers

The Chair's Report

This was perhaps not the best time to take on the role of Chairman or, at least, that's what I thought last July. We were facing a funding crisis and about to lose our Senior Co-ordinator, Helen Stockwell-Cooke, who was tempted away by a job nearer to her home. Still, there's nothing like a challenge to get me out of bed in the mornings!

Faced with spending cuts by South Gloucestershire Council we had to examine what we could do to remain viable. We agreed a change of strategy was necessary. We knew that our strength lay in the uniqueness of our service e.g. our volunteering ethos, our longer term commitment to families and our ability to empathise with them based on the personal experience of our volunteers. We worked to persuade other agencies of these qualities in order to set up partnerships, with the result that we shall now be providing Family Outreach services for Filton Avenue Nursery School and Children's Centre as they set up new Children's Centres in Bristol, funded by Bristol Council. We also researched needs in South Bristol and created our Hartcliffe and Witherwood project, attracting funding for it from Lloyds TSB. These strategies and our good fortune in attracting other funding during the year have helped us to move from a very uncertain situation to one where we can look forward with confidence to delivering support to many more families in Bristol.

During the year there were a few changes to the Board of Trustees and Advisors. We welcomed Rachael Amato as Trustee with responsibility for HR matters. Mary Douglas-Jones, who as a Trustee, led us patiently and diligently through the very demanding Quality Assurance review, stepped down but, fortunately for us, remains as an Advisor. Pom Langton, who served on the Board first as a Volunteer Representative and then as an Advisor, also retired during the year. At the very end of the year we were delighted to receive an application for Trusteeship from Rosalind Hinton. I would like to thank all the Trustees and Advisors, leaving or staying, for their hard work and commitment to the scheme. With regard to our staff, we were fortunate to have recruited Lynne Morch as a second Co-ordinator. She made a valuable contribution and we are sad that family commitments made it impossible for her to continue with us. It took several months to find a new Senior Co-ordinator but the wait was worth it. With Beverley Symonds on board, it's full steam ahead in 2010! Finally, thanks are due to Jill, our experienced Co-ordinator and Alex, our excellent Administrator, who, with Lynne, stepped up to the challenge of being minus a leader for so long.

Ken Booth

The Senior Co-ordinator

As I write this on a glorious summer day it seems hard to believe that when I joined the team in January it was snowing! My first challenge as Senior Co-ordinator was getting to work from where I live in Somerset!

I am delighted to be part of Home-Start Bristol especially at a time when new funding sources have enabled us to develop and expand. My first impressions of the service were that it was unique, professional and 'did what it said on the tin!' Those first impressions have not changed and it is all down to the hard work and commitment of our trustees, staff and volunteers who all share a belief in the work we do.

Following our QA review this year we began focussing on identifying ways to improve our service. For example we have introduced regular volunteer supervision which so far has been well received by volunteers.

Volunteers come from all walks of life with a range of skills, experience and qualities but all understand the challenging role of being a parent. Often our volunteers are modest and minimise the contribution they make but we know from the families they support that, when life is difficult, having a volunteer to walk beside them DOES make a difference.

The year brought many challenges and rewards. This Annual Review enables us to reflect on these and use what we have learned for the future. It is also an opportunity to celebrate our successes and thank everyone involved.

Beverley Symonds

2009 / 2010 Financial Summary

Treasurer's Report

We expected to make a loss of nearly £30,000 this year, but managed to reduce this to about £12,000 by strenuous fund-raising efforts (and a few strokes of good luck) Our reserves have been building over the last 4 years, and we were well able to shoulder the loss.

Once again, South Gloucestershire grants were the single biggest source (and is where we supported most families). We successfully bid for a £10,000 Government Grant (Dept of Children, Schools and Families) for support of families affected by the recession, and the £2,500 Lloyds/TSB grant shown below is just the start of a £20,000 grant over 2 years. To supplement that were another 25 grants from a wide range of Charitable organisations.

We are most grateful to all of our funders; without your help we would simply be unable to provide the support to the families and children.

Our fund-raising efforts this year have also produced results for 2010/11, including a significant grant from the Wates Foundation over 3 years. This will enable us to expand and reach many more families. The effect of government and local authority cutbacks is as yet unknown, and we will be monitoring this over future years.

Jim Harris

Income	£	Expenditure	£
South Glos (3 grants)	26,372	Salary and Pension Costs	47,378
Govt Grant - "Recession-hit families"	10,000	Staff and Volunteer Expenses	3,473
Lloyds/TSB - S Bristol Project (pt 1)	2,500	Training Costs	2,685
Other Restricted Grants	3,298	Publicity and Recruitment	3,286
Henry Smith Charitable Foundation	11,000	Depreciation / Other	1,060
Other Deferred Income	5,150	Rent, Heat and Power	7,252
18 other unrestricted Grants	8,490	Admin and Office Expenses	9,373
Activities and Events	1,929	Fundraising	7,355
Donations / Investment Income	1,070		
TOTAL	69,809	TOTAL	81,862

Full accounts are available on our website at www.homestartbristol.org.uk
or by telephoning the office on 0117 9501170



The Henry Smith Charity



Lloyds TSB | Foundation for England and Wales

The Volunteers and Families

My partner and I left it a bit late to have children. We suddenly found ourselves with 3 kids under four and hardly any family help, as my parents live in Cornwall and my partners are octogenarians!

My partner works 6 days a week so I was left to do most of the parenting on my own.

Our middle child is a boy and a bit of a handful to say the least.

I did have a student placement for a while, which was a great help but this was only available for a few months. My health visitor, who could see I needed some support, suggested I contact Home-Start.

Louise is very practical and upbeat and the children really like her. Just to know that she can help me with the children, or can even occasionally have them for a couple of hours and I have that space to myself, really does me the world of good. It's great to have a light at the end of the tunnel when you have no help all week.

Also, because she has a family herself, I can discuss childcare issues with her.

Thanks a lot Louise and Home-Start Bristol for helping me through the last year I'll really miss you.

Feedback from a Family

When I first met my family I didn't know what to expect as they were only my second family. But I found three happy and friendly children. Mum had her hands full with two older children, aged 2 and 4 and a 3 month old baby. I help entertain them to give Mum time to breastfeed and bond with baby.

The little boy is an energetic and lively character and reminded me of my own son at his age and we got on well. I enjoy spending time reading and playing in the park with them. The oldest girl has since started school giving me more one to one time with her brother and help give Mum lots of time with baby.

I have also enjoyed chatting to Mum over a coffee (when we get a quiet moment that is) and feel we have got on well and were able to share both our experiences together.

Feedback from a Volunteer

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